

Maine Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints~ Miscellaneous

Customer has been unable to place a long distance call using USA Telephone as their carrier. Global Crossing is their reseller.

*Inquire Date 6/7/2007
Record ID 14071
Call Taken By Supervisor
CA Number
Responded By Steve/Tina
Response Date 6/12/2007
Resolution 6/21/2007*

Supervisor forwarded the information to Customer Service, where the profile was verified. Customer Service confirmed profile was set according to carrier instructions. Customer Service directed the customer to their provider. Customer understood.

External Complaints~ Miscellaneous

Customer received two calls but was not receiving typing from a CA. Customer received typing from a recording stating "please hold for a call..."

*Inquire Date 8/28/2007
Record ID 14429
Call Taken By Supervisor
CA Number
Responded By Diane
Response Date 8/29/2007
Resolution 9/4/2007*

Supervisor forwarded the information to the technical department. The technical department discovered that he calls were not placed through Maine Relay. Customer was notified by mail of the findings.

External Complaints~ Miscellaneous

Representative stated customer was unable to dial 7-1-1.

Representative worked with the relay technical department to resolve the translation issue.

*Inquire Date 9/5/2007
Record ID 14482
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/5/2007
Resolution 9/6/2007*

External Complaints~ Miscellaneous

Customer was unable to place a relay call when using 7-1-1.

Supervisor gave customer the toll free number and forwarded the information to the technical department. The technical department discovered that the customer's provider had their translation number incorrect. Translation issue was resolved and customer was notified.

*Inquire Date 9/6/2007
Record ID 14531
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 9/11/2007
Resolution 9/11/2007*

**External Complaints~
Miscellaneous**

Customer stated they have a profile set with Maine Relay, but the CA did not follow the profile instructions.

*Inquire Date 10/12/2007
Record ID 14766
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 10/12/2007
Resolution 10/12/2007*

Customer Service apologized and verified the profile. Customer Service forwarded the information to the technical department. The technical department discovered that the call was not placed through Maine Relay. Customer was notified and understood.

**External Complaints~
Miscellaneous**

Customer stated they are unable to dial 711 from their office PBX.

*Inquire Date 12/7/2007
Record ID 15093
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/7/2007
Resolution 12/7/2007*

Customer Service explained the translation issue through a PBX. Customer Service directed the customer to their office telephone administrator and gave the customer the toll free number to reach the relay. Customer was satisfied.

**External Complaints~
Miscellaneous**

Customer stated that when placing a long distance call through the relay, they receive a recording from Global Crossing interrupting the line. Customer states that their long distance provider is USA Telephone.

*Inquire Date 12/17/2007
Record ID 15182
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 12/17/2007
Resolution 12/26/2007*

Customer Service verified that the profile was set up correctly through the relay and explained about Global Crossing recording. Customer Service directed customer to contact USA Telephone and have them contact the relay if they had questions or needed to do a test call. Customer was satisfied and will call back. There has been no further contact from customer in regards to this issue.

**Service Complaints~
Fraudulent/Harassment Call**

Customer has been receiving fraudulent telephone calls from another relay provider and inquired what to do.

*Inquire Date 7/10/2007
Record ID 14253
Call Taken By Customer Service
Rep
CA Number
Responded By Maine Center on
Deafness
Response Date 7/10/2007
Resolution 7/10/2007*

Because the customer stated the calls were coming from another Relay provider, Maine Center on Deafness gave the appropriate Customer Service number for the other provider to the customer. Maine Center on Deafness suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints~
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

*Inquire Date 5/7/2008
Record ID 16295
Call Taken By Customer Service Rep
CA Number
Responded By Michelle
Response Date 5/7/2008
Resolution 5/7/2008*

Supervisor suggested that the customer contact their local telephone company and report the incident to law enforcement. Supervisor explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Service Complaints~Didn't
Follow Policy/Procedure***

Customer stated that the CA does not know how to process a call using a calling card. Customer stated that after several attempts with this CA, the customer hung up. Customer called back and received a CA that was able to process the call correctly.

*Inquire Date 9/7/2007
Record ID 14562
Call Taken By Supervisor
CA Number 5326
Responded By Tauna
Response Date 9/14/2007
Resolution 9/14/2007*

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints~
Miscellaneous***

Customer stated that they have been attempting for several days to process a call through the relay.

*Inquire Date 9/15/2007
Record ID 14533
Call Taken By At the Workstation
CA Number
Responded By Sue
Response Date 9/15/2007
Resolution 9/15/2007*

Lead CA requested call information which the customer refused to give. Lead CA explained that the relay could not investigate the calls. Customer understood.

***Technical Complaints~Busy
Signal/Blockage***

Customer has been receiving a re-order signal and inquired what it was.

Supervisor explained the re-order signal and why you would receive it. Customer was satisfied.

*Inquire Date 6/1/2007
Record ID 14018
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 6/1/2007
Resolution 6/1/2007*

***Technical Complaints-Busy
Signal/Blockage***

Customer stated that they were unable to reach the relay and were put on hold. Customer stated it took three times to connect to the relay.

*Inquire Date 10/10/2007
Record ID 14764
Call Taken By Supervisor
CA Number
Responded By Steve
Response Date 10/10/2007
Resolution 10/10/2007*

Supervisor apologized and explained that the relay had been extremely busy. Supervisor suggested that the customer try their call again. Customer understood. The average answer seconds was 93% within 10 seconds for the day.

***Technical Complaints-Busy
Signal/Blockage***

Customer stated they had been unable to reach the relay.

*Inquire Date 11/23/2007
Record ID 15026
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 11/23/2007
Resolution 11/23/2007*

Customer Service apologized and explained that the relay has been busy and asked the customer to try their call again. The relay answered 94% within 10 seconds for the day.

***Technical Complaints-711
Problems***

Customer was unable to connect to the relay when dialing 711 with their cell phone. Customer stated that the CA's are not able to receive his typing from the Pocketcom device.

*Inquire Date 7/28/2007
Record ID 14231
Call Taken By Supervisor
CA Number
Responded By Brenda/Tina
Response Date 7/30/2007
Resolution 7/30/2007*

Supervisor verified that HCO was connected automatically and also explained about the Speech to Speech service. Supervisor explained cell phone settings for HCO and 711 translation issues with their provider. Customer was to place a test call. There has been no further contact from the customer.

***Technical Complaints-Carrier
Choice not Available/Other
Equal Access***

Customer requested Great Works Internet as their long distance provider through the relay.

*Inquire Date 3/27/2008
Record ID 15932
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 3/28/2008
Resolution*

Supervisor explained that Great Works Internet was not a participating provider through the relay. Supervisor offered a profile for an alternate carrier, but customer refused. Customer Service contacted the carrier to become a participating carrier. Customer Service has forwarded a letter of authorization. As of 5/31/08, Great Works Internet is still not a participating provider through the relay.

**Technical Complaints-Carrier
Choice not Available/Other
Equal Access**

Inquire Date 4/14/2008
Record ID 16104
Call Taken By Customer Service
Rep
CA Number
Responded By Tina/Diane
Response Date 4/14/2008
Resolution

Customer requested Fairpoint New England as their long distance provider.

Customer Service explained that Fairpoint New England is not a participating provider through the relay. Customer Service contacted Fairpoint New England to explain how to become a participating provider. Representative stated they would contact the relay at a later time. There has been no further contact with the provider. As of 5/31/08, Fairpoint New England is still not a participating provider through the relay.

**Technical Complaints-Carrier
Choice not Available/Other
Equal Access**

Inquire Date 4/25/2008
Record ID 16204
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 4/28/2008
Resolution

Representative of Oxford Networks inquired why customers are unable to use Oxford Networks through the relay for long distance calling.

Customer Service forwarded copy of letter of authorization to representative. The information had previously been sent to Oxford Networks several times. Oxford Networks has been a pending carrier since 2005. As of 5/31/08, Oxford is still not a participating provider through the relay.

**Technical Complaints-Carrier
Choice not Available/Other
Equal Access**

Inquire Date 5/4/2008
Record ID 16297
Call Taken By Lead CA
CA Number
Responded By Val/Tina
Response Date 5/5/2008
Resolution

Customer would like to update their profile to show Fairpoint Communications as their long distance provider.

Lead CA stated it would take up to 72 hours for the change to be complete, but someone would be contacting them in regards to this issue. Customer Service has left several messages for the customer indicating that Fairpoint Communications is not a participating provider with the relay and would be unable to be set up in a profile for the customer. Customer Service requested a call back from customer in regards to this issue and choosing optional carrier, there has been no return call from customer. As of 5/31/08, Fairpoint Communications is still not a participating provider through the relay.

**Technical Complaints-
Miscellaneous**

Inquire Date 9/12/2007
Record ID 14563
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 9/12/2007
Resolution 9/13/2007

Customer stated that the call was local and they were being asked for their long distance carrier.

Customer Service forwarded the information to the technical department. The technical department discovered an incorrect setting at the relay, which has been resolved. Customer was notified and satisfied. Customer was informed to send any billing received regarding this call for reimbursement.

CapTel-Complaints

Customer stated that their CapTel phone was no longer displaying captions.

Inquire Date 8/21/2007

Record ID 14443

Call Taken By Customer Service

Rep

CA Number

Responded By Elissa

Response Date 8/30/2007

Resolution 8/30/2007

Maine Center on Deafness replaced customers equipment for them. Customer was satisfied.

CapTel-Complaints

Technical - General

Inquire Date 4/24/2008

Record ID 72093

CA Number

Responded By DS

Resolution 4/24/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
